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In which market do you wish to purchase?	<input checked="" type="checkbox"/> Temporary work												
Please define your needs from this list:	<input checked="" type="checkbox"/> Secretarial												
Period of work													
Start date	15	Nov	01	<input checked="" type="checkbox"/>	End date	16	Nov	01	<input checked="" type="checkbox"/>				
If this is not a solid period of work days please specify days to be worked per week:													
Mon	<input type="radio"/>	Tues	<input type="radio"/>	Wed	<input type="radio"/>	Thur	<input type="radio"/>	Fri	<input type="radio"/>	Sat	<input type="radio"/>	Sun	<input type="radio"/>
Daily work times													
Start	14.30	<input checked="" type="checkbox"/>	End	17.30	<input checked="" type="checkbox"/>								
Postcode of place of work M1 <input checked="" type="checkbox"/>													
<input type="button" value="CANCEL"/>													
<input type="button" value="SUBMIT"/>													

Fig. 1

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There are 15 sellers available for your specific booking

Ron Lanz
\$19.38

Sec. from
ABC agency
\$19.45

Ally Wilmot
\$19.48

Sam Small
\$19.56

Mary
Howard
\$20.43.

June James
\$20.45

Jane Harris
\$21.07

Ket Chan
\$21.56

Fiona Foo
\$22.00

Sec. from
XYZ agency
\$22.08

Julie Good
\$22.10

Lesley Vine
\$22.10

Hazel Dean
\$22.89

Sue Potter
\$27.90

Anne Scully
\$35.98

Click on any seller(s) to make your selection. Then press submit.

SUBMIT

Fig. 2

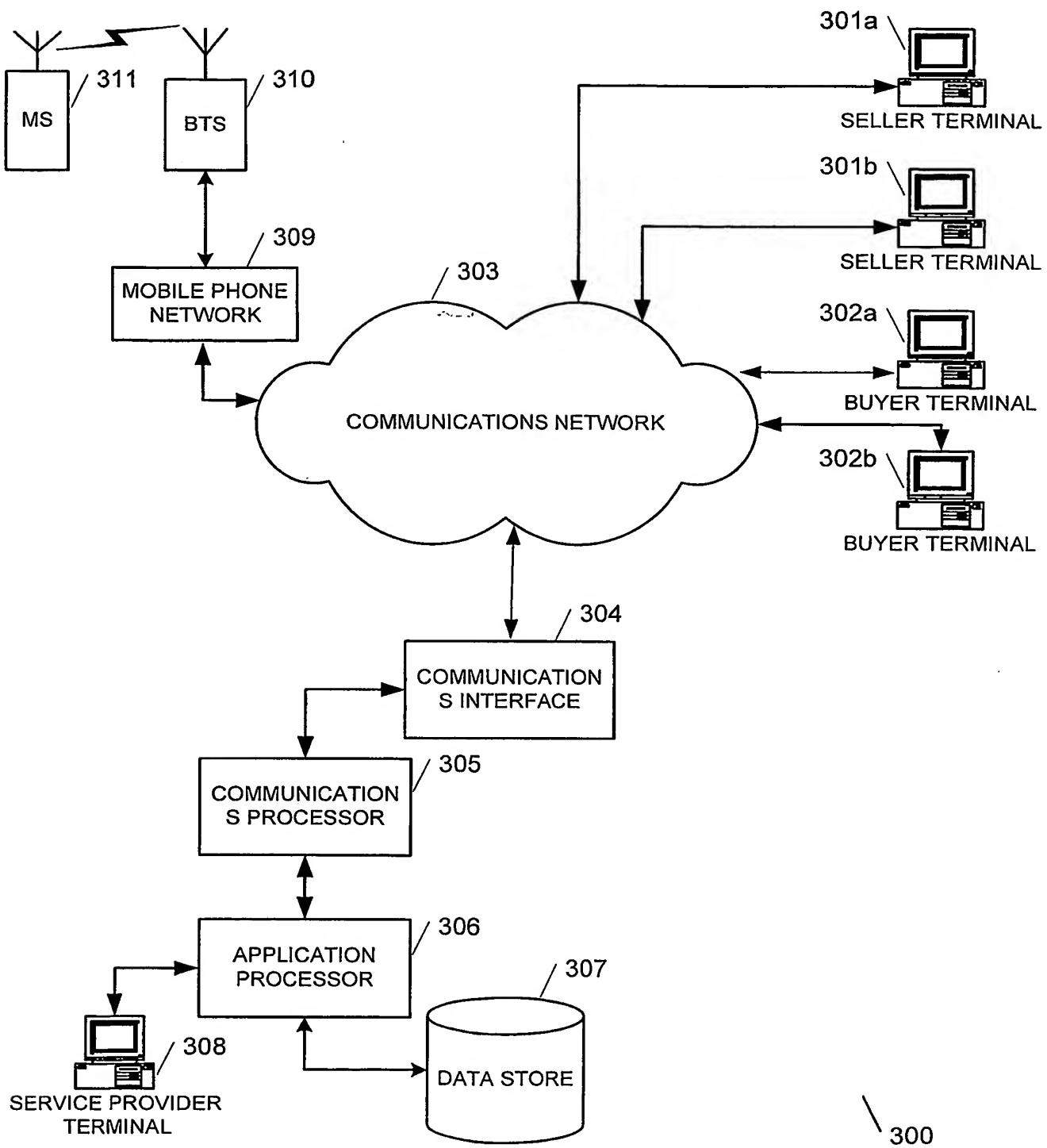


Fig. 3

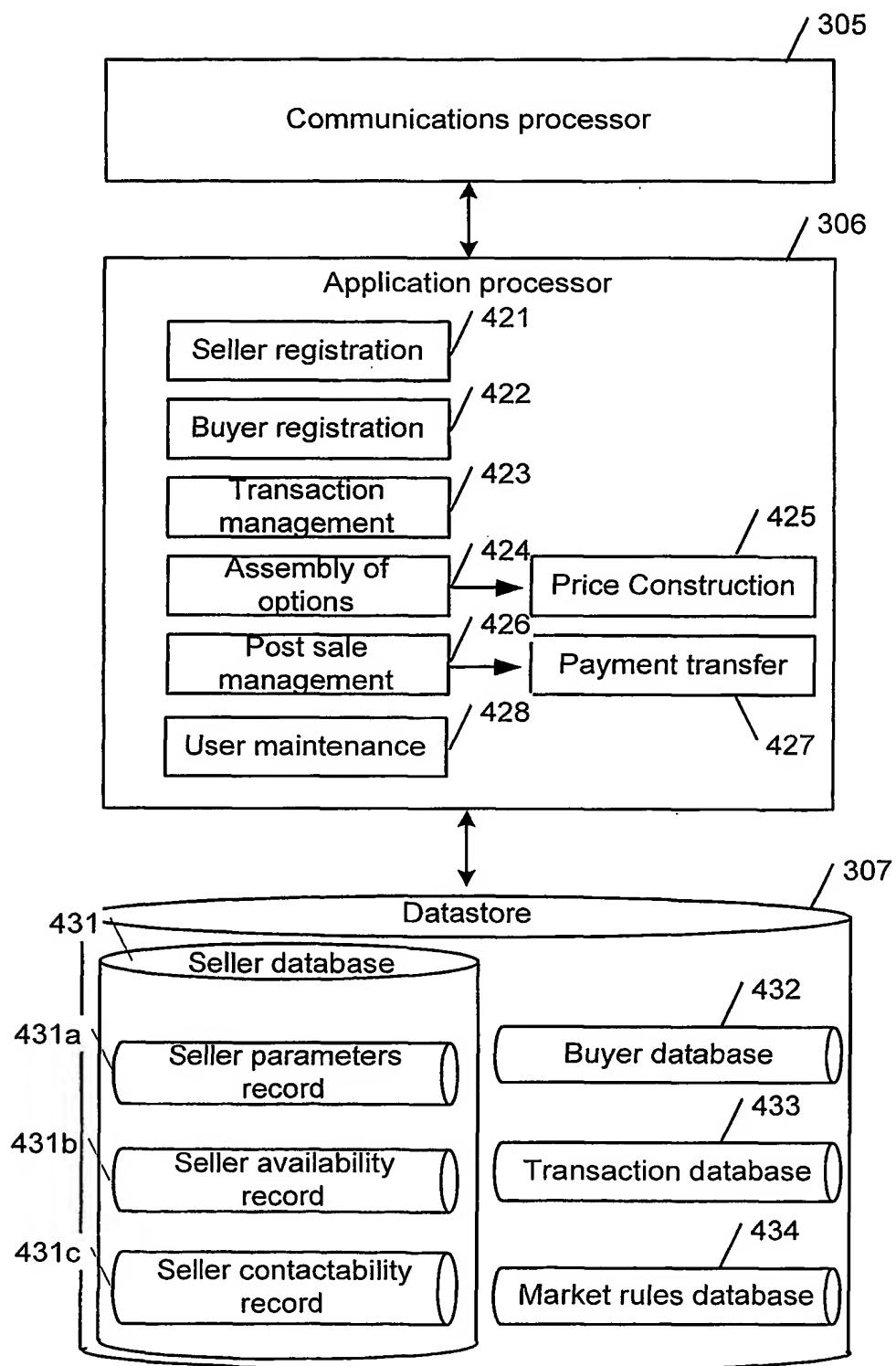


Fig 4.

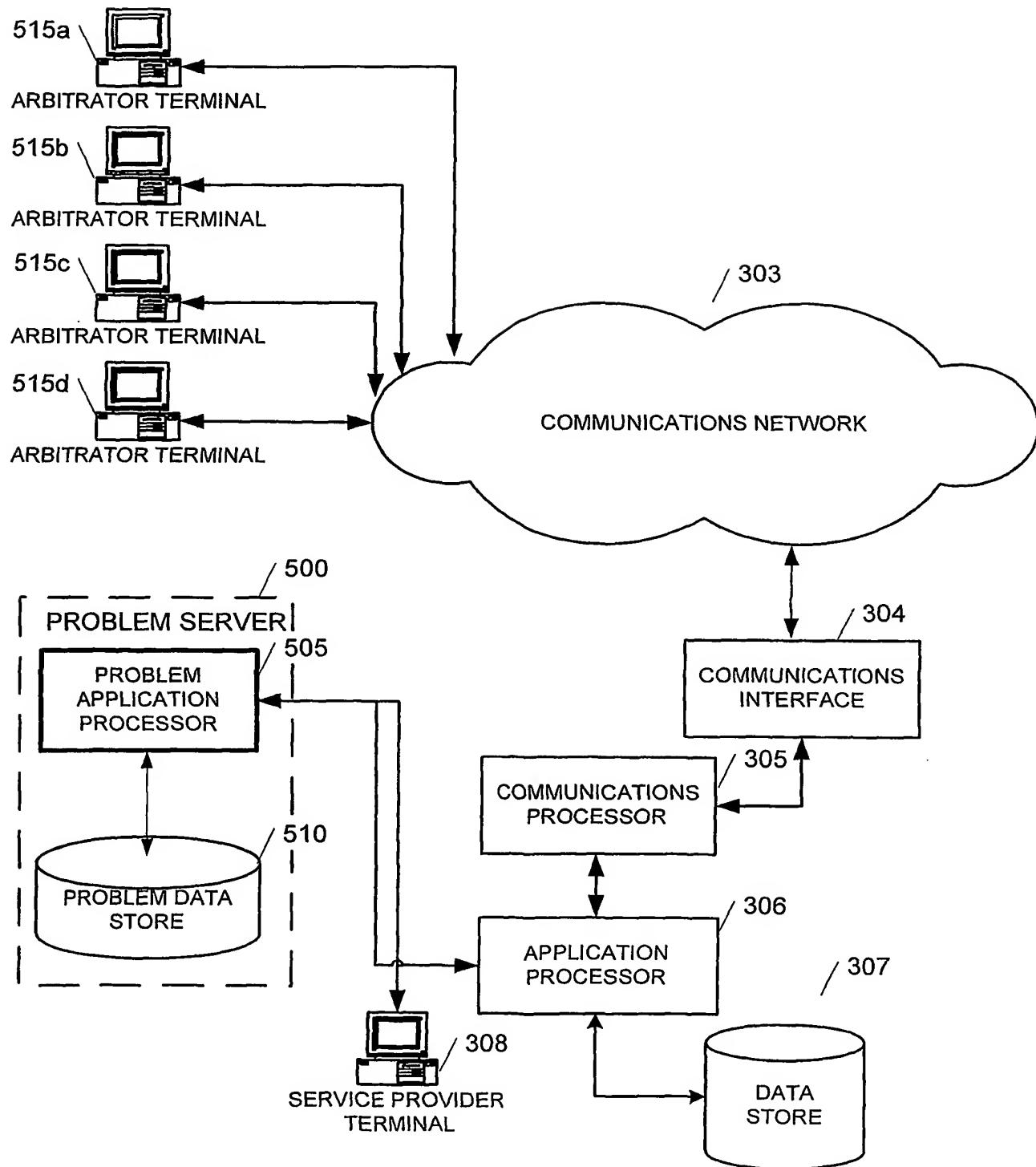


Fig 5.

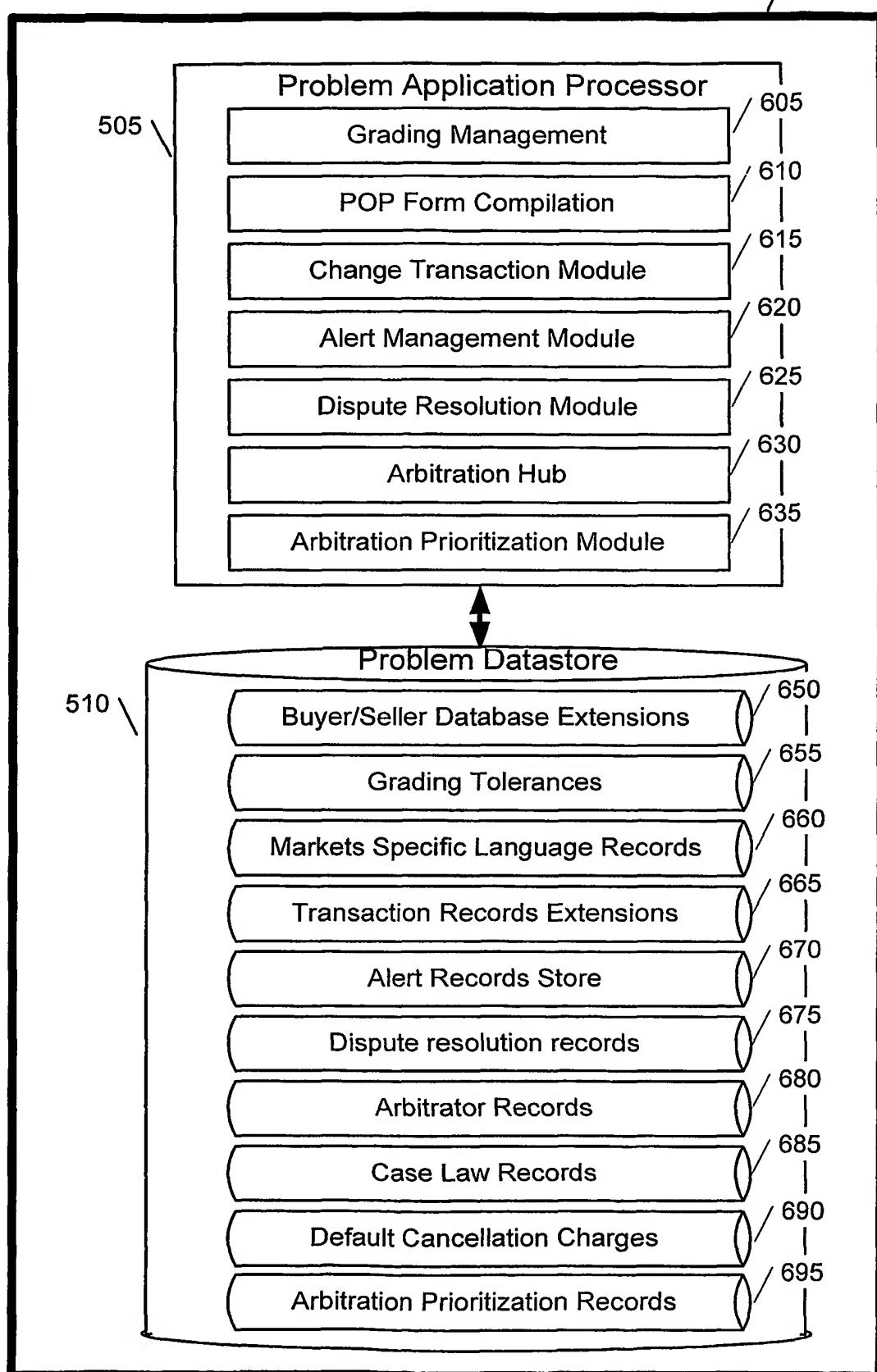


Fig 6.

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Fig 7.

730	735	740	745	750	755
Sector(s) covered	Type of problem covered	Problem categorizations covered	Grade of seller involved	Date of judgment	Text entered by arbitrator

760	765
Name of arbitrator	Name of supervising arbitrator

Fig 8a.

WAITING	Buyer has made purchase - seller has not confirmed acceptance
CONFIRMED	Seller has confirmed acceptance but the time when the transaction is due to begin has not started
LIVE - BEFORE ACTION TIME	The time when the transaction was due to start has passed but "action time" not yet reached.
LIVE - AFTER ACTION TIME	The transaction should be happening and "action time" has been passed.
COMPLETED	The transaction end time has been passed
CLOSED	The window for complaints by either party has ended with no problems reported or a problem has been reported but has been resolved
LIVE - PROBLEM REPORTED	The transaction should be happening but either buyer or seller has activated the Point of Problem procedure
CANCELLED	Buyer or seller or both have selected cancel
COMPLETED - IN DISPUTE	A problem has been reported by either party but not resolved

Fig 8b.

802	804	806	808	810	812
Alert Unique Identifier	Type of problem	Problem category	Current weighting of alert	Current weighted estimated end of problem	Current weighted solution recommended

814	816			
Current weighted delay recommendation	Scope of problem			
	Geography covered	Sector(s) covered	User covered	Group Transaction covered

818	820	822	824	826	827
Actions carried out	Time of Actions	Recipients of Actions	Current alert code	Time of alert code changes	Current highest weighted report

828	829
Alert total liability	Alert volatility

Fig 8c.

830	832	834	836	837	838	840
Reporter ID	Reporter weighting	Time of report	Weighted time since report	Opinion weighting of this report	Totalized Report weighting	Estimated time of problem end

842	844	846	848	850	852
Text description of problem	Recommended resolution	Time of delay recommended (if any)	Report status (active/inactive)	Screens sent to this user	Time screen sent to user

Fig 9a.

902	904	906	908	910	912
Unique identifier	Unique identifier of transaction	Problem reported by	Date/ time of reporting	Alerts offered	Details of alerts viewed (length of time)

914	916	918	920	922
Solution chosen	Fault claimed	New alert notified?	Alert unique identifier	Transaction status at time of report

930	932	934	936	938	940
Solutions offered	Details of solution selected	Clause broken	Text entry – further details of complaint	Case law offered	Details of case law viewed (length of time)

942	944	946	948
Action Time bought forward by (minutes)	Resolution actions required	Resolution actions carried out	Problem costs charged to?

960	962	964	966	968				968a
				Arbitration prioritization				
Information to counterparty confirmed?	Seller contacted by phone?	Message sent to seller	Text for counterparty	alert	sector	seller	buyer	Weighting applied?

Fig 9b.

GRADE	PROMOTION CRITERIA	
	Max. total value of unresolved problems	Max. number of unresolved problems
6	No limit	1
5	\$60	3
4	\$100	5
3	\$160	10
2	\$240	15
1	\$300	20
Entry level	No limit	No limit

Fig 9c.

/ 970

/ 972

POTENTIAL OPTION	FOR RESOLVING USER'S IMMEDIATE PROBLEM	FOR RECOMMENDING A SOLUTION TO A MARKET WIDE PROBLEM
	OFFER THIS OPTION IF TRANSACTION STATUS IS:	OFFER THIS OPTION IF PROBLEM TYPE IS:
Cancel this transaction	Up to completed	Area / Market / Buyer / Seller
Delay this transaction	Up to completed	Area / Market / Buyer / Seller
Change the specifications for this transaction	Up to completed	Area / Market / Buyer / Seller
Seller not available – find new seller	From confirmed to completed	Area / Seller
Seller not acceptable – find new seller	From confirmed to completed	Market / Seller
Communicate with counterparty	Up to closed	Area / Market / Buyer / Seller
Be compensated for unacceptable standards by the counterparty	From live up to closed	Area / Market / Buyer / Seller

Fig 9d.

	MINICAB JOURNEYS	OVERNIGHT ACCOMMODATION	TEMPORARY WORK
BUYER	Passenger	Guest	Employer
SELLER	Driver	Host	Temporary worker
TRANSACTION	Journey	Overnight stay	Period of work
SPECIFICATIONS	Journey details	Accommodation requirements	Assignment details
FEE	Fare	Charge	Payment

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Fig 9e.

GRADE OF SELLER	CONTRACTUAL REQUIREMENTS ON THE SELLER				
	LATENESS ALLOWED (MINS)	BEHAVIOUR	DRESS CODE	STANDARD OF EQUIPMENT	STANDARD OF COMMUNICATIONS
6	0	Chauffer standard of service. Doors must be opened for passengers entering and leaving the vehicle.	Formal dress: shirt and tie for men, business attire for women	Car must be in "as new" condition and checked for cleanliness after each journey.	Seller must speak fluent English and have a portable screen based information display that will immediately display messages from the system during hours of work.
5	5	Assistance with children and infirm passengers must be given as they enter and leave the vehicle.	Formal shirt or blouse required.	Car must be "clean and unblemished".	Driver must have a mobile phone switched on at all times while working.
4	10	Assistance with placing objects in the vehicle to be freely given.	No shorts permitted.	Minor paintwork and interior defects are permitted. car must be uncluttered.	Driver's English must be sufficient to explain any deviation from the route required. Driver must be monitor local traffic news while working.
3	15	Driver will reduce speed below that legally permitted within reasonable limits at request of a passenger.	No rules	Car should be "generally presentable" but may be visibly damaged.	Driver must speak English sufficiently to understand directions. Mobile phone that will be turned on once a transaction has failed.
2	20	Driver will allow passengers to decide level of heating/air conditioning in the vehicle.	No rules	Passenger's seat must be undamaged. Car must contain a road atlas for the selling area.	Driver must have sufficient English to confirm a passenger's identity.
1	25	"Common courtesy" required.	No rules	Car must show evidence of at least a weekly cleaning of the interior.	No rules
Entry level	30	No rules beyond legal minimums	No rules	No rules beyond legal minimums	No rules

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Fig 10.

MARKET ALERTS		USER ALERTS	
AREA BASED	SECTOR BASED	IF COMPLAINT IS ABOUT THE SELLER	IF COMPLAINT IS ABOUT THE BUYER
Road problems	Equipment required for transaction not stipulated in contract	Lateness	Lateness
Train problems	Qualifications required by seller not stipulated in contract.	Transaction substandard	Unacceptable behaviour
Other public transport problems	Other	Unacceptable behaviour	Access to location of transaction not possible
Exceptional circumstances (eg roads)		Access to location of transaction not possible	Directions to location of transaction misleading
Area closure		Directions to location of transaction misleading	

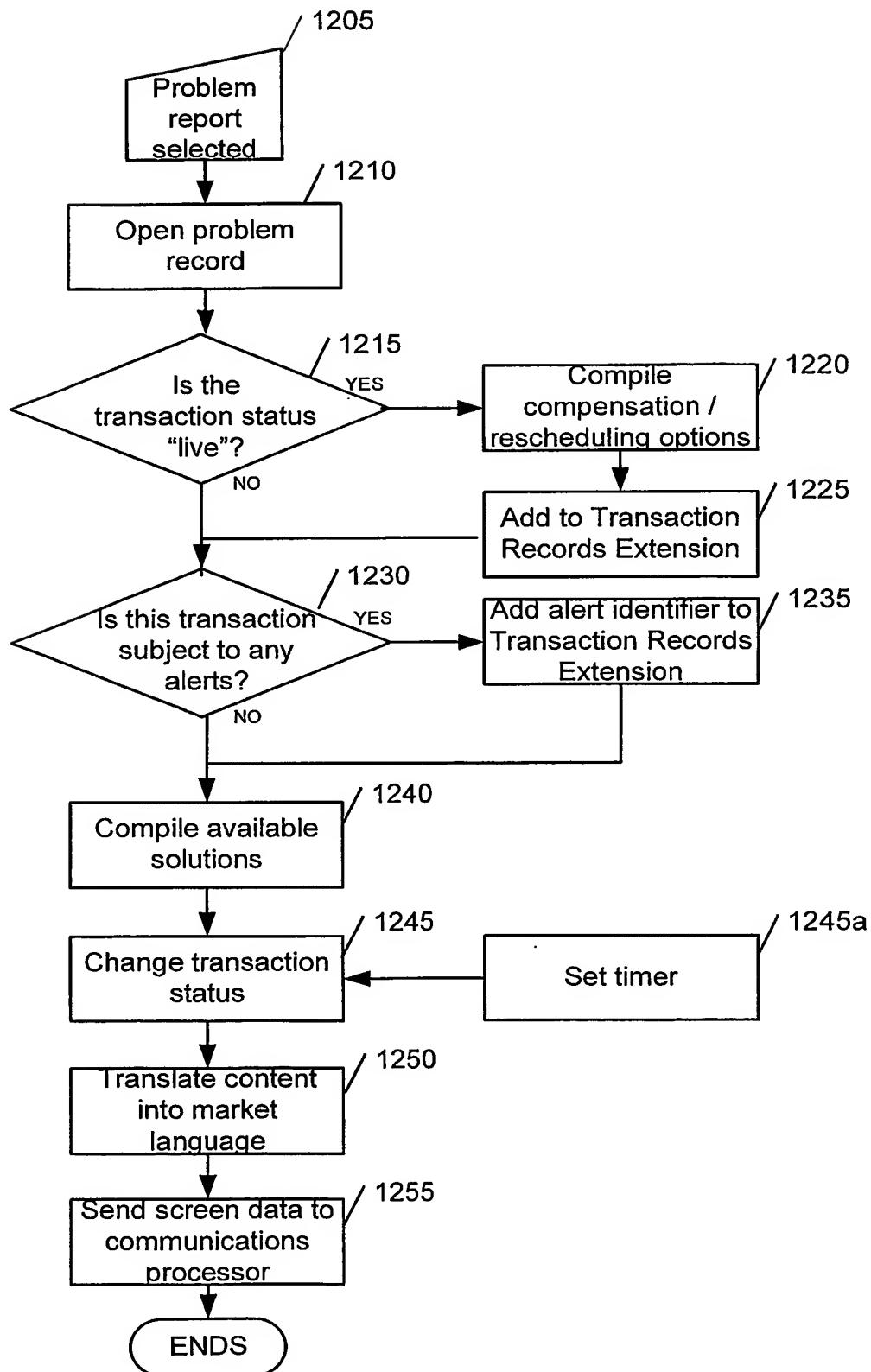
/ 1105	/ 1110	/ 1115	/ 1120	/ 1125	/ 1130	/ 1135	/ 1140	/ 1145	/ 1150
YOUR ROLE	MARKET SECTOR	START TIME	END TIME	UNITS PURCHASED	PURCHASE VALUE	CURRENT STATUS			DEFINITE PROBLEM REPORTED?
BUYER	Minicab journeys	Today: 16.30	Today: 16.45	8 miles	\$9.45	confirmed	<u>View details</u>	<u>Report a problem</u>	
SELLER	Catering staff	Today: 08.30	Today: 16.30	8 hours	\$78.82	live	<u>View details</u>	<u>Report a problem</u>	
BUYER	Organic produce box	Yesterday 18.00	Yesterday 18.00	5 kilos	\$5.43	completed	<u>View details</u>	<u>Report a problem</u>	
SELLER	Used books	Yesterday 14.00	Yesterday 14.00	1 item	\$12.84	completed	<u>View details</u>	<u>Report a problem</u>	
SELLER	Childcare	14th May 09.00	22nd May 17.30	48 hours	\$539.52	closed	<u>View details</u>		

Time now is: 16.35

I wish to report a general problem
 View problems you have reported.
 1155 1160

Fig 11.

Fig 12.



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1305 1310 No problems have been reported by your driver.

1315 This transaction is guaranteed. Acting on your instructions, this system will attempt to resolve any problems at its own expense.

1320 1320 What we should be able to do for you immediately.

If your transaction is impossible within 8 minutes at 16.45
We should be able to provide an alternative taxi at no charge
Within 5 minutes

This replacement is subject to availability of the replacement seller and may change.

1330 WE HAVE ALREADY HAD REPORTS OF PROBLEMS THAT MIGHT AFFECT THIS TRANSACTION:

TYPE OF PROBLEM: PROBLEMS ON TRAINS
TIME PROBLEM FIRST REPORTED: TODAY - 14.37

1335 Central station has been closed because of a security alert.

CURRENT SOLUTION RECOMMENDED BY USERS:
ADD 45 MINUTES TO YOUR JOURNEY TIME

1340 1340 USERS CURRENTLY EXPECT THIS PROBLEM TO END AT AROUND:
18.30 TODAY. TIME OF LAST USER REPORT: 13.40

1345 1345 Click for further details.

1350 1350 IS THIS THE PROBLEM YOU WANTED TO REPORT?
 YES, I PROBABLY CAN NOT COMPLETE MY TRANSACTION AS REQUIRED BECAUSE OF THE PROBLEM(S) SELECTED ABOVE.

1355a 1355a I WISH TO IMPLEMENT THE RECOMMENDED SOLUTION ABOVE

Fig 13a.

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1360

PLEASE DEFINE YOUR CHOSEN SOLUTION TO YOUR
PROBLEM: (SELECT ONE - OR NONE)

No solution selected	<input checked="" type="checkbox"/>
Delay this journey	
Delay the start time of this journey	
Change the journey details for this journey	
Driver is not available - find a new driver	
Driver is not acceptable - find a new driver	
Communicate with driver	

1370

This change in the transaction is

MY FAULT
NOT MY FAULT



The current cancellation cost of this transaction is \$5.58.

If the problem is not your fault we will ask for further information about the circumstances.

1380



I would like to warn the system of a problem that might impact on other users' purchases.

1375

CANCEL PROBLEM REPORT

SUBMIT

Fig 13b.

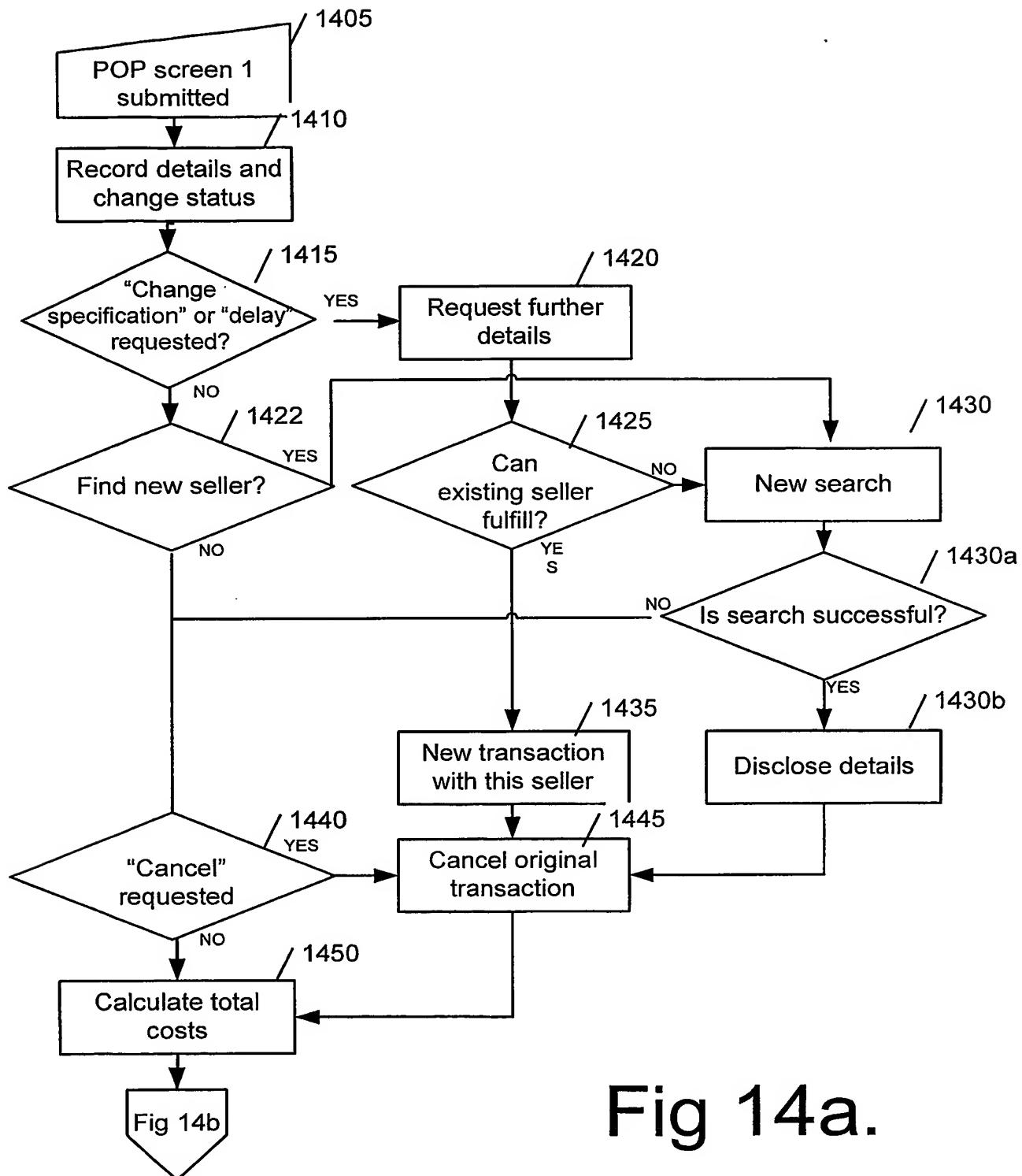


Fig 14a.

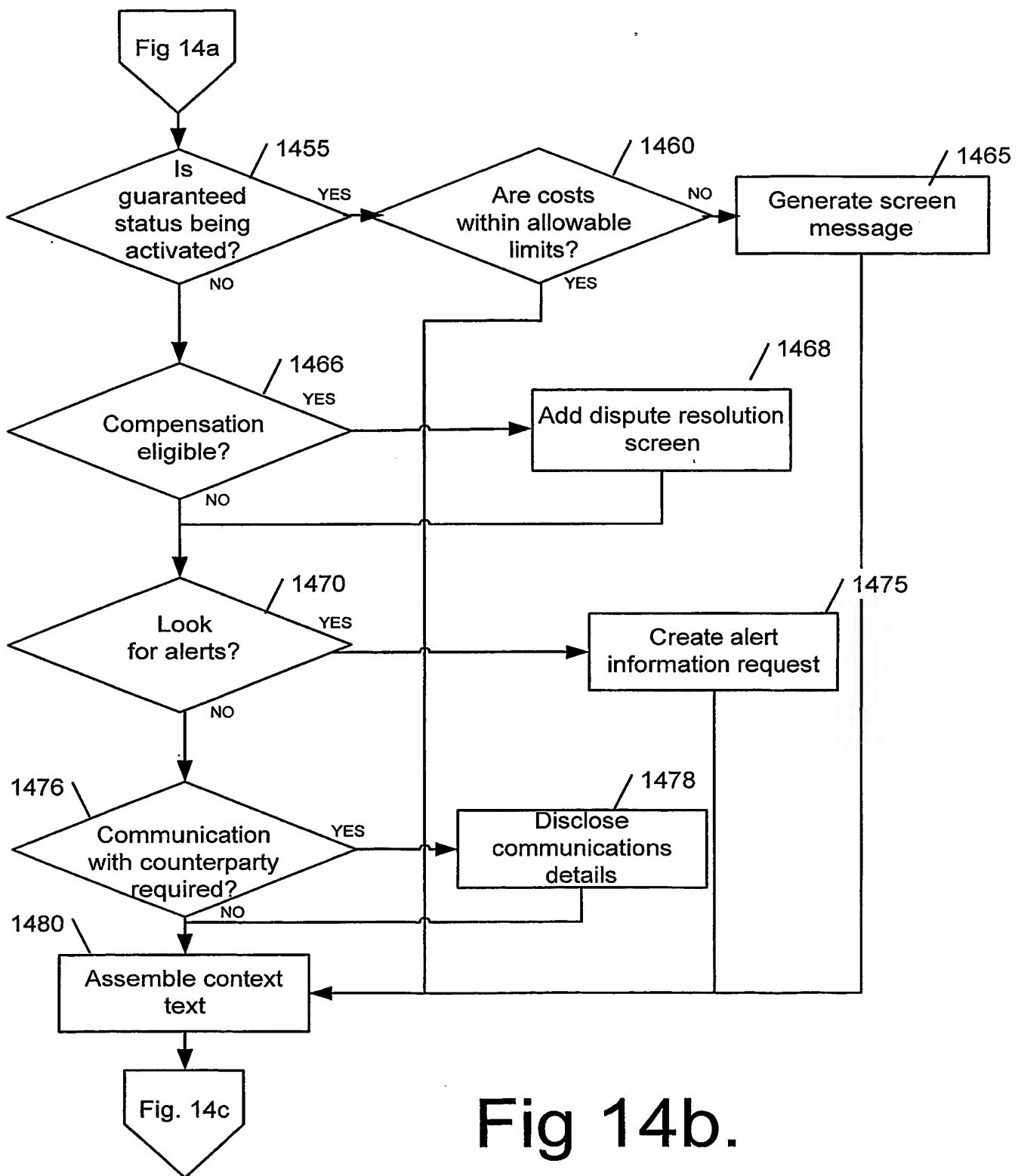


Fig 14c.

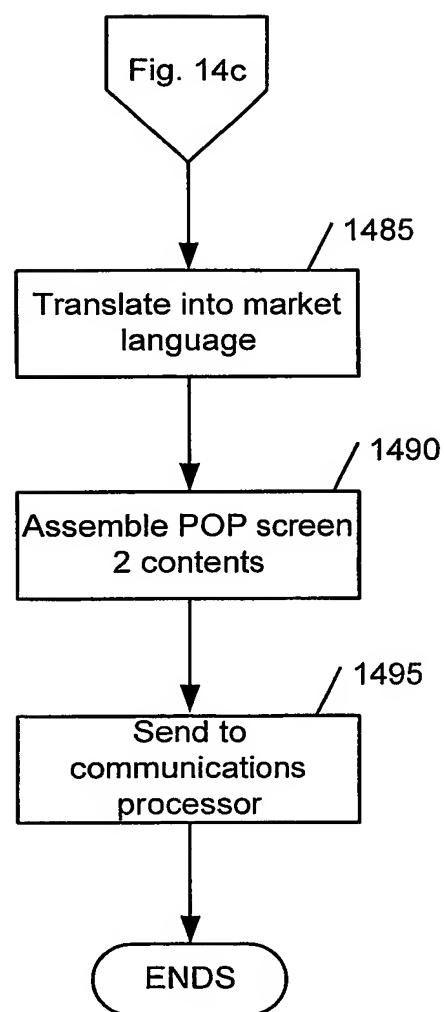


Fig 15a.

CONTRACTUAL REQUIREMENTS

1510

Contractual requirements regarding for Grade 4 sellers in the minicab journeys market regarding punctuality:

1515 The driver is allowed to be up to 15 minutes late so long as reasonable evidence of abnormal conditions can be produced

1520 If you are in doubt click here for case law that has dealt with punctuality in the minicab journeys market

1525a I believe this requirement has been broken

1525b I am certain this requirement is going to be broken

YOUR OPTIONS:

1530

1535 Click to view your rescheduling options

1540 Click to select a different solution to your problem

1545

FURTHER INFORMATION ABOUT THE WIDER PROBLEM

Is this problem likely to impact on

1550a Future journeys booked by other passengers with this driver?

1550b Other journeys in this geographic area?

1550c Other journeys in the minicab journeys sector?

Fig 15b.

1560 \

IF YOU WANT THIS SYSTEM TO REPLACE YOUR SELLER YOU MUST DO AS MANY OF THE FOLLOWING AS POSSIBLE:

Confirm the information passed from you to the seller is correct. If it is inaccurate you will be expected to bear the costs of replacement.

VIEW INFORMATION

1565

CONFIRMED

1570

Contact the seller on 07977 661193. If there is no reply try to leave a message.

1575

OR:

DONE

Send the seller a message through this system which will include your phone number

1580

ACTIVATE

Enter any message for the driver here

1585



1590

RETURN TO PREVIOUS SCREEN

1595

SUBMIT

CANCEL PROBLEM REPORT

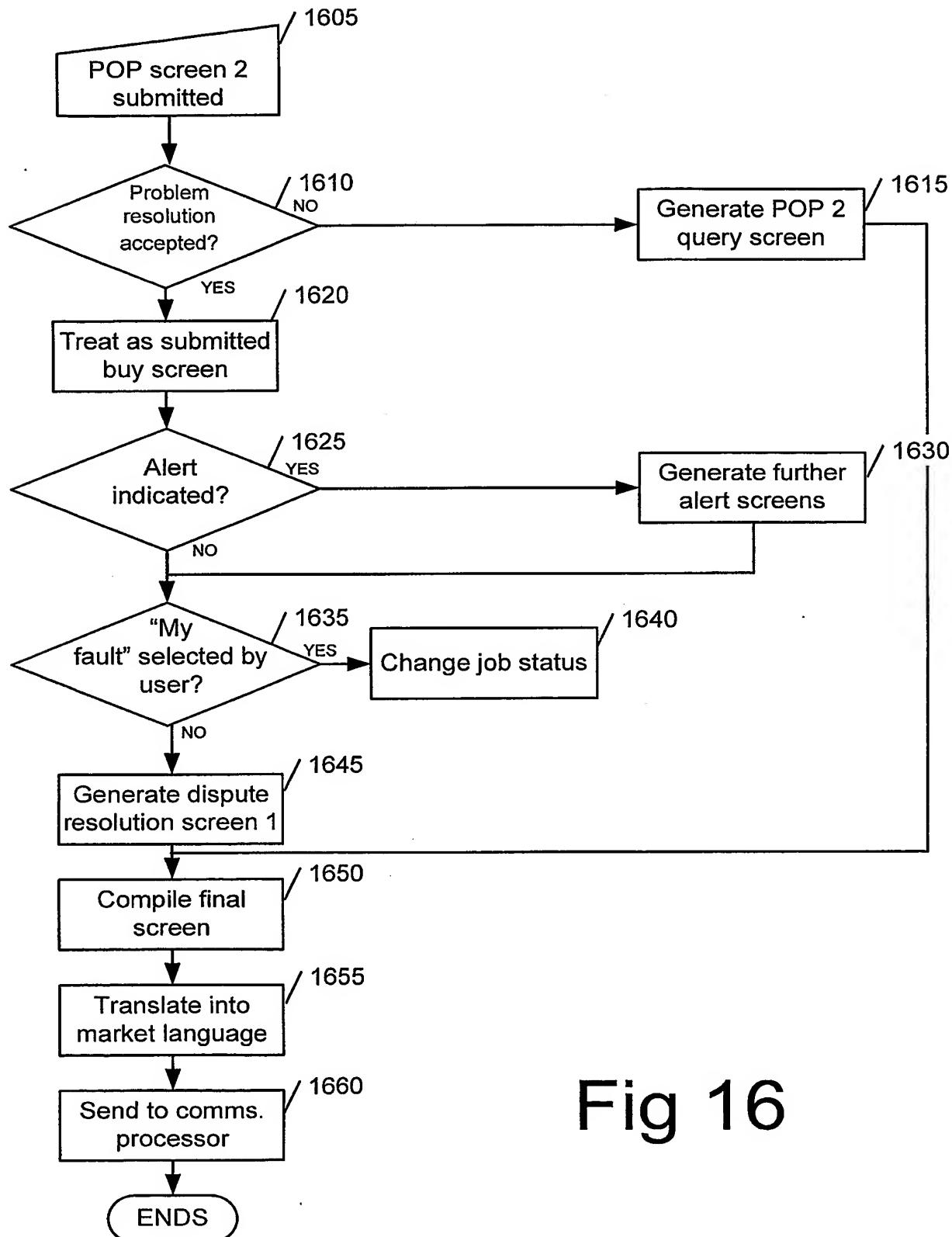


Fig 16

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DETAILS FOR OTHER TRANSACTIONS

1705 \ Category of problem **(PLEASE SELECT A CATEGORY)**

1710 \ Area likely to be affected **(PLEASE SELECT AN AREA)**

Can you recommend a solution to any other user affected by this problem?

1715 \ [I can not recommend a solution] Length of delay / 1720
Cancel this journey **(Hrs)** (Mins)
Delay this journey
Change the journey details for this journey
Driver not available – find new driver
Driver not acceptable – find new driver
Communicate with driver
Be compensated for unacceptable standards by the driver

1725 \ What is your best guess of when this problem is likely to end?

Today (Select time)

1730 \ Enter a sentence explaining this problem to another user

1735 \ I wish to change my report

CANCEL PROBLEM REPORT**SUBMIT****Fig 17a.**

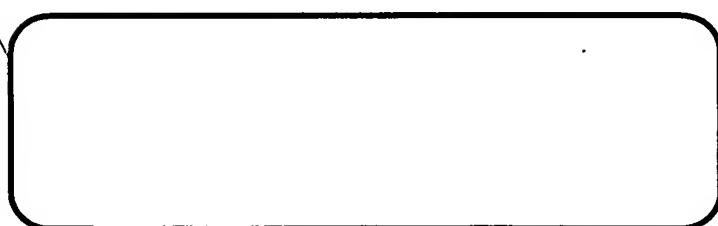
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All details of this transaction are being recorded and may lead to an investigation in the future.

ACTIONS TAKEN:

PLEASE PROVIDE ANY FURTHER DETAILS ABOUT THIS PROBLEM AND THE STEPS YOU HAVE TAKEN TO RESOLVE IT:

1750



1755

I am willing for these comments to be immediately shared with the driver who can then record their version of events.

1760

Click to add further comments.

You may be asked to provide us with further details at any point. Any details you enter may be viewed by an arbitrator who has the power to authorise your downgrading.

1765

Click to begin clearing this problem from your record.

1710

SUBMIT**Fig 17b.**

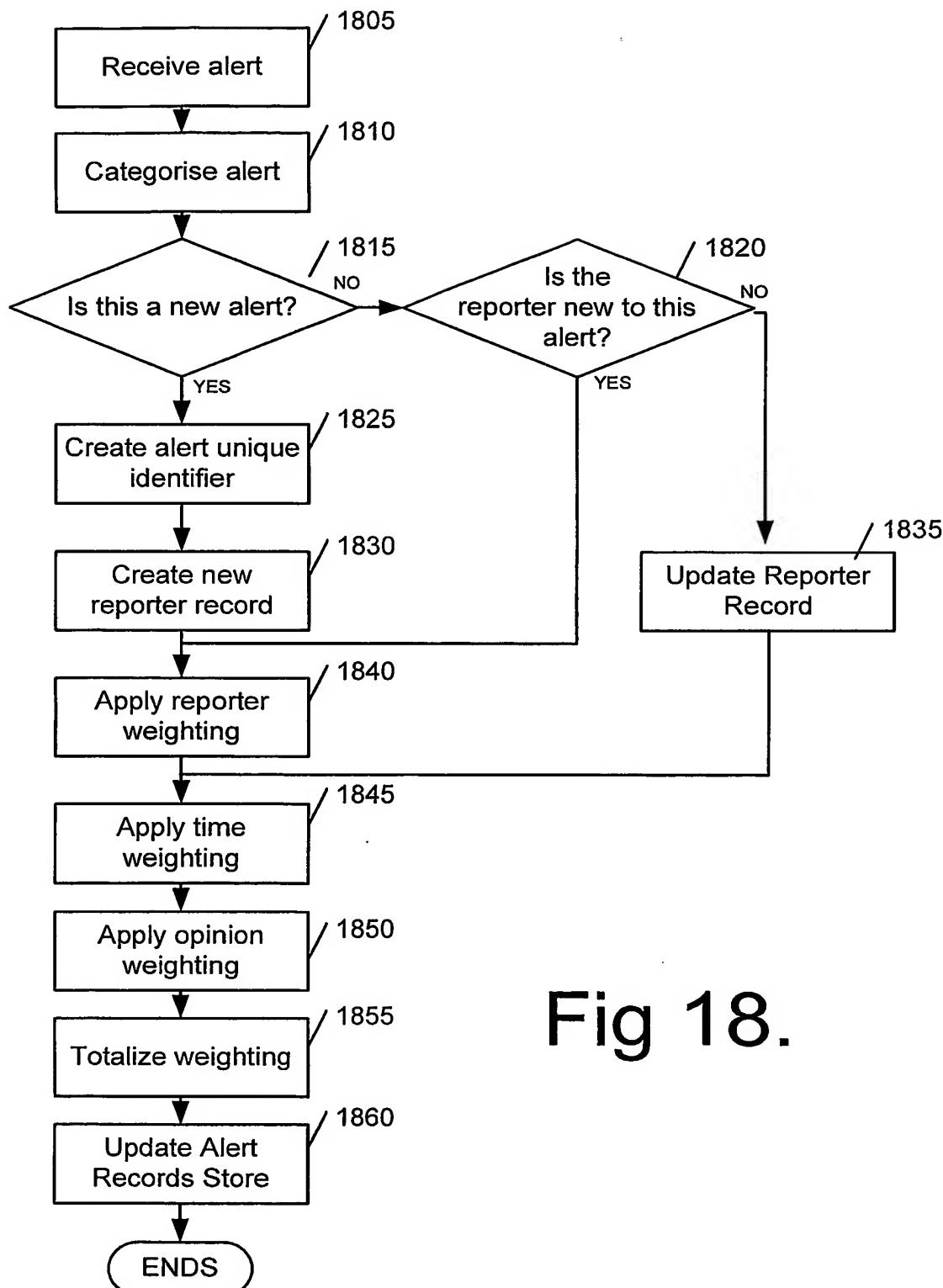


Fig 18.

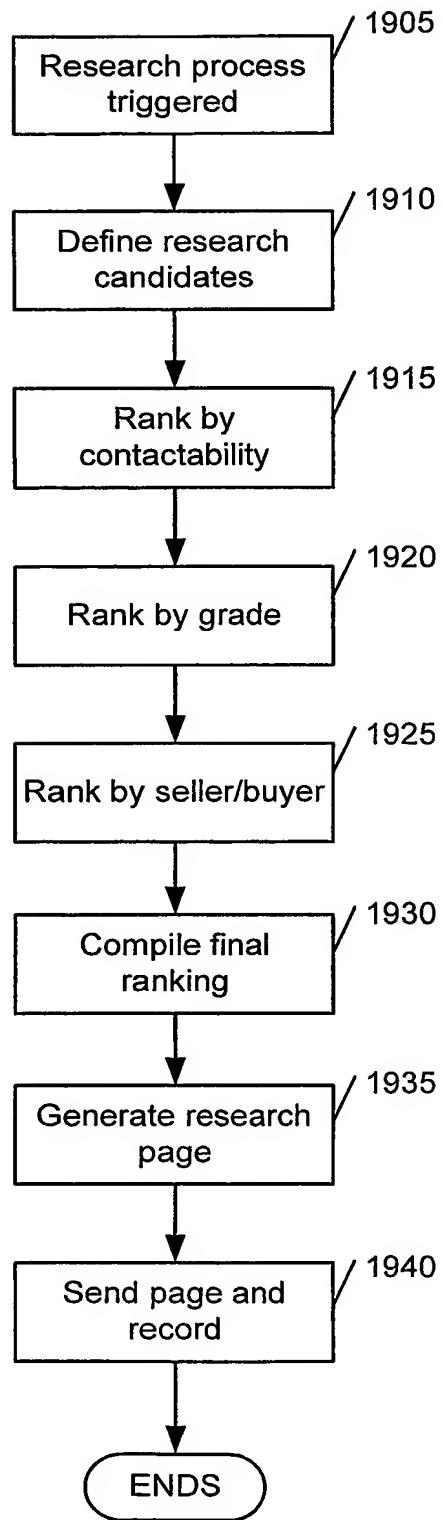


Fig 19.

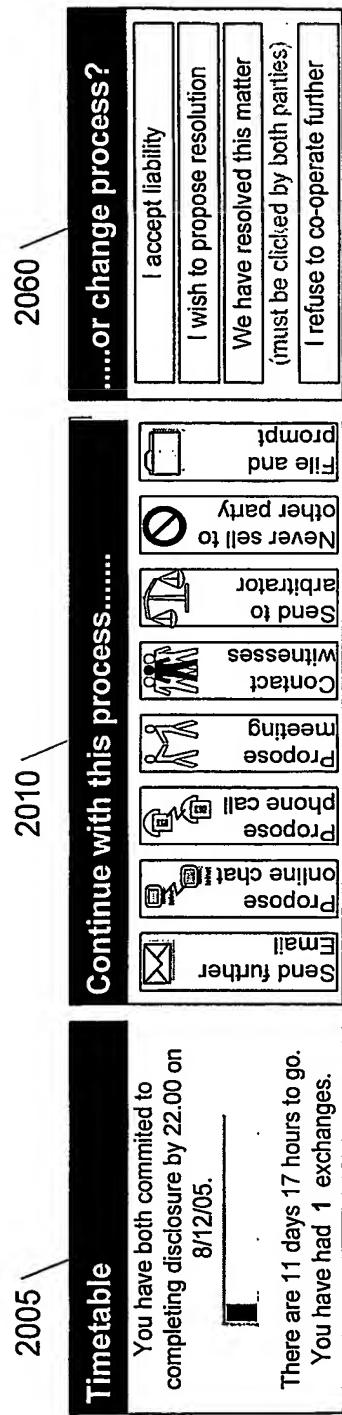


Fig 20.

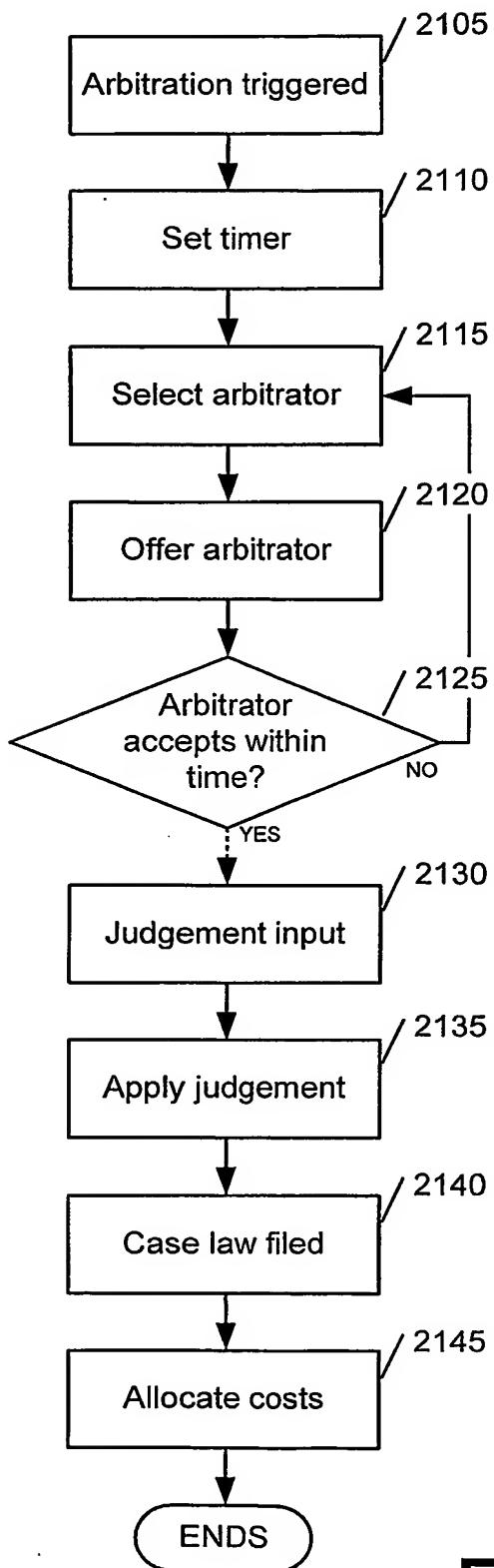


Fig 21.

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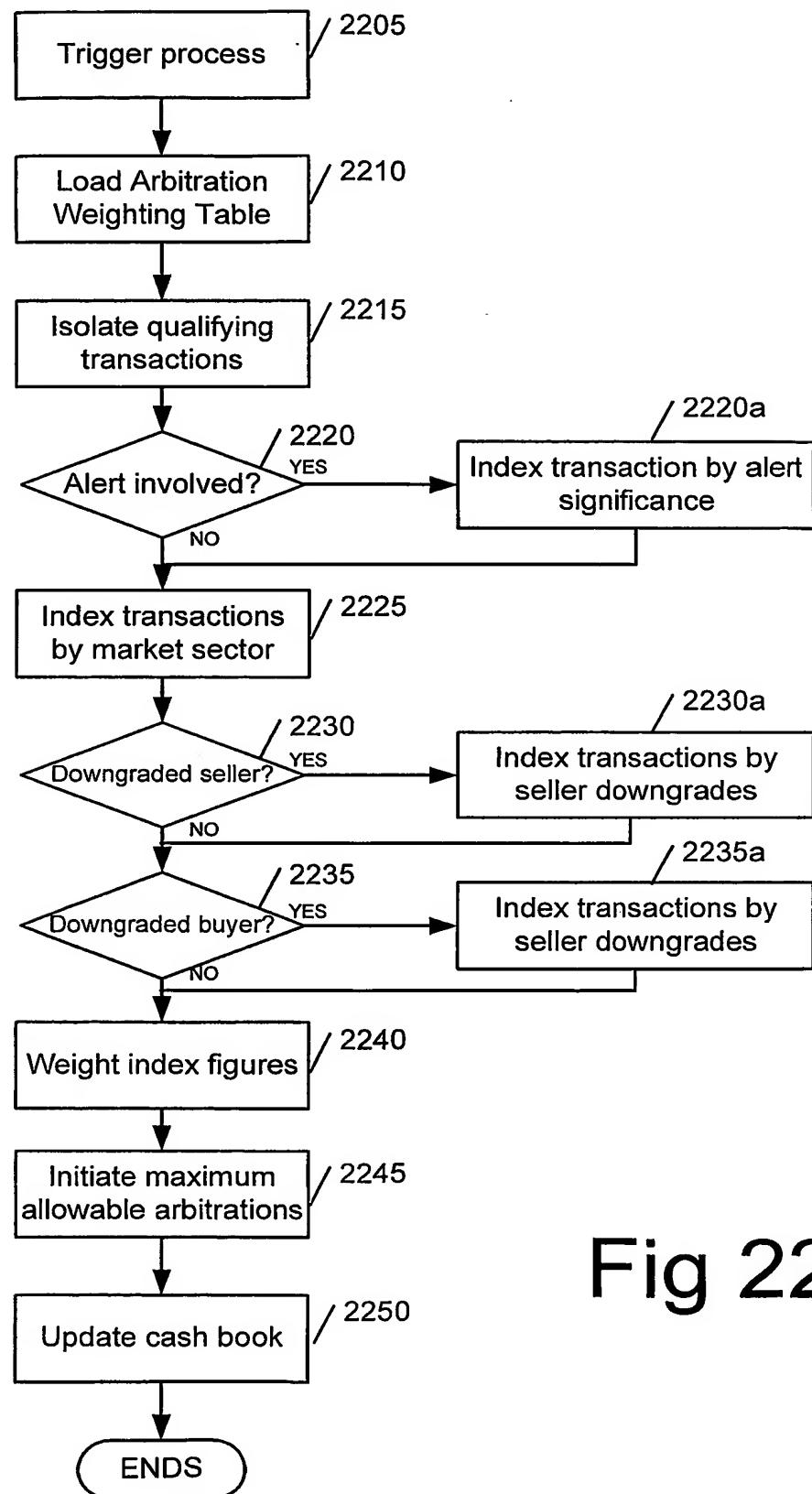


Fig 22.